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Social Care Workforce Periodical

THE SIZE, ROLES AND STABILITY OF THE SOCIAL CARE WORKFORCE IN ENGLAND

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Preface

The *Social Care Workforce Periodical* aims to provide timely and up-to-date information on the social care workforce in England. In each issue, one aspect of the workforce is investigated through analysis of emerging quantitative workforce data to provide evidence-based information relating specifically to the social care workforce in England. The purpose is to share emerging findings with the social care sector to help improve workforce intelligence. Such updates are useful in highlighting specific issues for further analysis and for informing workforce policy. The first few issues of *Social Care Workforce Periodical* will provide in-depth analyses of the latest versions of the National Minimum Data Set in Social Care (NMDS-SC); however, other sources of data may be used in further issues. We would welcome any suggestions on topics for inclusion in future issues.

Acknowledgments

We are most grateful to Skills for Care for providing the latest NMDS-SC data files. Particular thanks go to David Griffiths, Christine Eborall and Sarah Woodrow for their support and assistance and to colleagues at the Social Care Workforce Research Unit. This work is funded under the Department of Health Policy Research Programme support for the Social Care Workforce Research Unit at King's College London. The views expressed in this report are those of the author alone and should not necessarily be interpreted as those of the Department of Health or Skills for Care.

Introduction

About NMDS-SC

The NMDS-SC is the first attempt to gather standardized workforce information for the social care sector. It is developed, run and supported by Skills for Care and aims to gather a 'minimum' set of information about services and staff across all service user groups and sectors within the social care sector in England. The NMDS-SC was launched in October 2005, and the online version in July 2007; since then there has been a remarkable increase in the number of employers completing the national dataset.

Two data sets are collected from employers. The first gives information on the establishment and service(s) provided as well as total numbers of staff working in different job roles. The second data set is also completed by employers; however, it collects information about individual staff members. Skills for Care recommends that employers advise their staff they will be providing data through the completion of the NMDS-SC questionnaires. No written consent from individual members of staff is required; however, ethnicity and disability are considered under the Data Protection Act to be '*sensitive personal data*', thus it is recommended that consent for passing on these two items should be explicit. For further details on NMDS-SC please visit <http://www.nmds-sc-online.org.uk/>

The NMDS-SC has provided the sector with a unique data set, providing information on a number of workforce characteristics. However, it is important to highlight the emerging nature of the NMDS-SC, mainly due to the fact that data have not at this stage been completed by '*all*' adult social care employers in England. Therefore, some of the findings may be under or over-represented. It is also equally important to bear in mind that data are completed by employers and not employees: this may prompt some technical considerations when interpreting the findings. SCWP will address such issues in relevant discussions of findings.

The term 'social care' encompasses a wide range of activities, provided by a diverse workforce. The Department of Health (2007) defines social care as:

Cover[ing] a wide range of services, which are provided by local authorities and the independent sector. Social care comes in many forms, such as care at home, in day centres or by way of residential or nursing homes. The term

also covers services such as providing meals on wheels to the elderly, home help for people with disabilities and fostering services.

Social care thus includes several occupations including professional staff, such as social workers, care workers, (allied) health professional staff who are employed in social care, managers, administrative staff and ancillary staff not providing care, among others.

Over the last decade there have been many difficulties in estimating the size and distribution of the social care workforce by different job roles. This has been mainly due to the lack of specific, standardized data that relate specifically to the social care sector. Prior to the establishment of the National Minimum Data Set for Social Care (NMDS-SC), all estimates relied on the use of the Standardized Occupation Classifications (SOC) or Local Government Association Surveys to identify people working in social care through national surveys such as the Labour Force Survey. However, there are many limitations in this approach, which hinder the accuracy of its estimates: such limitations include changes in the definition of occupations related to the care sector (for example, see Simon and Own, 2007).

In recent years there has been growing concern about high vacancy rates in the social care sector among certain job roles in particular, such as social work (Learning and Skills Council, 2006; Eborall and Griffith, 2008). Partly as a consequence of this anxiety, a number of policies and governmental campaigns have been developed to improve the status and attraction of social care work. The Department for Health launched its first media campaign in 2001 (Department for Health, 2001), followed by a number of other campaigns; there are plans for more (Improvement and Development Agency, 2009). These campaigns aim to attract new recruits, possibly reaching people who might not otherwise consider working in the sector. Meanwhile, *Options for Excellence* (Department of Health/Department for Education and Skills, 2006) acknowledged the expected increase in demand for social care due to a number of factors, including demographic changes, and confirmed that it remained difficult for the sector to attract enough workers. The Learning and Skills Council (2008) estimated that vacancy rates in the social care sector are double the average for all types of industrial, commercial and public employment and that the situation has changed little since 2004.

In this report NMDS-SC establishment files (released May 2009) are used to examine the current volume of staff working in different job roles in different sectors. The analysis also examines vacancy rates and turnover rates by job role and sector. Net-flow rates are calculated and compared between different job roles and types of establishments. These combined statistics allow for better understanding of the flow and movement of workers in relation to specific job roles in different types of establishments, taking into account the presence of new recruits as well as loss of existing staff during the past 12 months. This is an important time for social care work in the wider context of the economic downturn. This may be affecting social care work in a number of ways, invoking possible desires to stay in stable employment or new perceptions that social care

work might be one option for those facing job insecurity or loss of work (Manthorpe, 2009). This context is also important in relation to the growing interest in migrant workers in the social care sector and whether this will be sustained (Hussein et al., advance access).

Establishments' numbers and types

The NMDS-SC establishment file released in May 2009 contained information on 24,662 establishments providing social care. Table 1 identifies the distribution of these establishments by their type.¹ Just over half (57% N=14,107) of the establishments which completed the NMDS-SC are in the private (commercial) sector, followed by 22 percent (N=5,434) from the voluntary or 'third sector'. A total of 4,141 establishments are in the statutory sector with the majority from local authority adult services (formerly social services departments). Less than one percent of all establishments did not record their type or sector, while only three percent were recorded under 'other' types.

Table 1 Distribution of establishments completing NMDS-SC by type, release May 2009

Type of the establishment/ sector	Number of establishments	%
Local authority - adult services	3246	13.2%
Local authority - children's services	374	1.5%
Local authority - generic or other services	107	0.4%
Local authority owned	261	1.1%
Statutory health	153	0.6%
Private sector	14107	57.2%
Voluntary or third sector	5434	22.0%
Other	815	3.3%
Not recorded	165	0.7%
Total	24662	100.0%

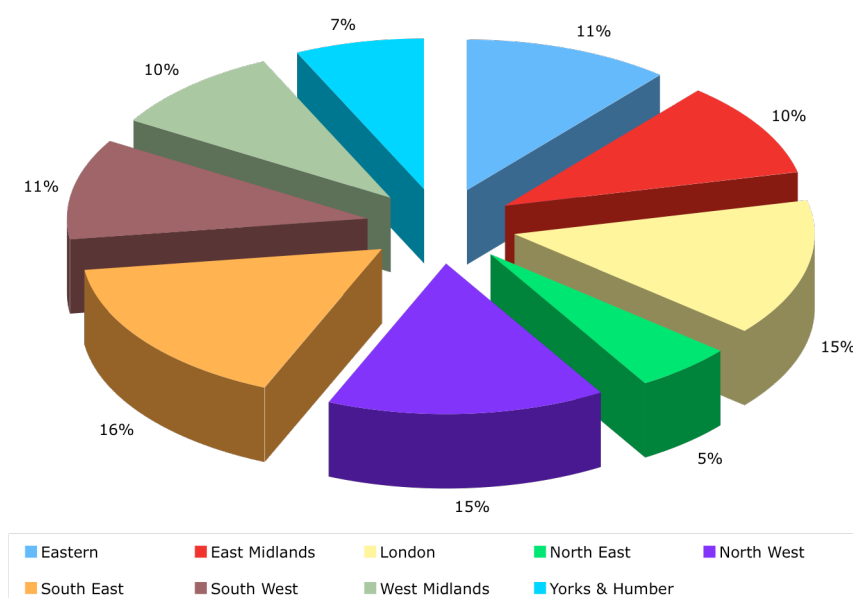
Establishments were geographically distributed across England. Figure 1 shows that the lowest proportions, of 5 and 7 percent, are from the North East and Yorkshire and Humberside regions respectively. Nearly equal proportions of 10 and 11 percent are from the East Midlands, West Midlands and Eastern regions. Relatively larger proportions of 15 and 16 percent are from the North West, London and the South East: this is a reflection of the relative distribution of the whole social care workforce by region, and the concentration of social care provision in London and the South East (Eborall and Griffiths, 2008).

In relation to the number of staff employed, most returns to the NMDS-SC, 53 percent (N=13,148), are 'small' organizations employing between 11-49 staff members; around a quarter (23.4%, N=5,761) are 'micro' organizations, employing 1-11 staff members; 13.3 percent (N=3,287) are 'medium' organizations, employing between 50-299 staff; while only 0.5 percent (N=122)

¹ For full definition of establishments' types please see Appendix A

are 'large' employers, employing 200 staff or more. These figures differ from estimated distribution provided by Eborall and Griffiths (2008), particularly in relation to the contribution of 'micro' and 'small' establishments. Eborall and Griffiths estimate that 58 percent of social care establishments are micro (1-9 employees) and 29 percent are small (10-49 employees). These differences may relate to the fact that, to date, no NMDS-SC data have been collected from individuals who employ care and support staff on their own behalf or on behalf of others, using public funds such as the Independent Living Fund or Direct Payments, or their own resources. This group is anticipated to increase rapidly in number (IFF, 2008). Skills for Care is currently consulting on ways of reaching and including this group of employers (for further details see: <http://www.nmds-sc-online.org.uk/content/view.aspx?id=Changes%20to%20the%20NMDS-SC>).

Figure 1 Distribution of establishments by region, NMDS-SC May 2009



Types of Service provided

Table 2 presents the distribution of establishments by main service category. It is worth noting, however, that many establishments provide services for more than one client group and that the distribution presented refers to the 'main' service category. By far the largest group, representing just under two thirds of establishments (61%, N=15,079), reports adult residential care as their main activity, followed by 15 percent providing adult domiciliary services (home care); five percent or less provide 'other' services as their main activity, as shown in Table 2. It is likely that some establishments providing adult residential services, for example, as their main activity offer other types of services as well, such as day care or short breaks (respite). It is also important to highlight that the NMDS-SC has not focused on collecting data from children's services;

therefore Table 2 should not be interpreted as a reflection of the actual distribution of adults' and children's services in England.

Table 2 Distribution of establishments by main service category, NMDS-SC May 2009

Main service category	Number of establishments	Percent
Adult residential	15079	61.1%
Adult day care	1209	4.9%
Adult domiciliary	3660	14.8%
Adult community care	1768	7.2%
Children's residential	678	2.7%
Children's day care	116	0.5%
Children's domiciliary	31	0.1%
Children's community	506	2.1%
Healthcare - NHS	120	0.5%
Healthcare - independent	180	0.7%
Other	1315	5.3%
Total	24662	100.0%

Workforce size and stability

These 24,662 establishments report that they employ a total of 668,667 permanent and temporary staff members, with temporary staff forming only 5 percent of the total employed. A total of 96,390 staff members had been employed in the last 12 months while 98,643 ceased work during the same period; these figures result in a total net-flow rate² of -3.4 per 1000, which means that the sector has lost an average of 3.4 more people than it gained per 1000 employees. They report a total of 22,799 vacant positions, resulting in a vacancy rate of 33 per 1000. These statistics vary significantly by type of establishment and job role, as will be shown later in this report.

Table 3 presents data on the total number of employed staff, percentage of temporary staff, vacancy and net flow rates by establishment type. As over half of the establishments are in the private sector, the majority of staff members, 424,101, are employed in this sector.

Overall, 82 percent of returns relate to employees in the independent sector (private and voluntary): this is an over representation of the 70 percent of employees estimated to work in this sector. On the other hand, returns on employees in local authorities comprise 13.2 percent of the total, a slight under-representation of the 16.6 percent estimated by Eborall and Griffiths (2008; p.9). Similarly returns from health make up only 0.7 percent, under-representing the

² Net-flow rate is calculated as the difference between in-flow and out-flow rates.

In-flow rate = number of full time staff who started employment during the previous 12 months, divided by an estimate of the total number of staff at mid year, multiplied by 1000.

Out-flow rate = number of full time staff who ceased employment during the previous 12 months, divided by an estimate of the total number of staff at mid year, multiplied by 1000.

4.6 percent estimate of the proportion of social care employees in this sector (Eborall and Griffiths, 2008).

Returns for NMDS-SC, as presented in Table 3, indicate that the highest level of temporary staff is 8.6% of total staff, found among establishments in the statutory health sector (such as a Primary Care Trust (PCT) employing social care staff); however, this should be interpreted with caution due to the under-representation of employees in this sector. Temporary staff levels stand at around six percent in local authority (generic) services, private sector and 'other' sectors. The lowest proportion of temporary staff was 2.8 percent among local authority owned establishments (such as day care centres).

The highest vacancy rate was 74.7 per 1000 (7.5%) within the local authority (generic or other services) sector, followed by 59.4 per 1000 (5.9%) among local authority-owned establishments. On the other hand, vacancy rates were lowest among the private sector, at 30 per 1000 (3%), and the voluntary sector, at 32 per 1000 (3.2%).

Table 3 Workforce statistics by type of establishment, NMDS-SC May 2009

Establishments' type	Total number of employees	% Temporary employees	Vacancy rate (per 1000)	Net-flow rate (per 1000)
Local authority - adults'	70339	3.7%	42.6	10.7
Local authority - children's	6646	4.9%	43.7	6.6
Local authority - generic or other	5373	6.1%	74.7	-16.9
Local authority owned	6038	2.8%	59.4	5.6
Statutory health	4801	8.6%	35.8	5.6
Private sector	424101	5.7%	30.0	- 9.8
Voluntary or third sector	124157	4.6%	32.6	13.9
Other	24803	6.1%	38.6	-24.1
Not recorded	2409	3.2%	27.1	11.6
Total	668667	5.3%	33.0	- 3.4

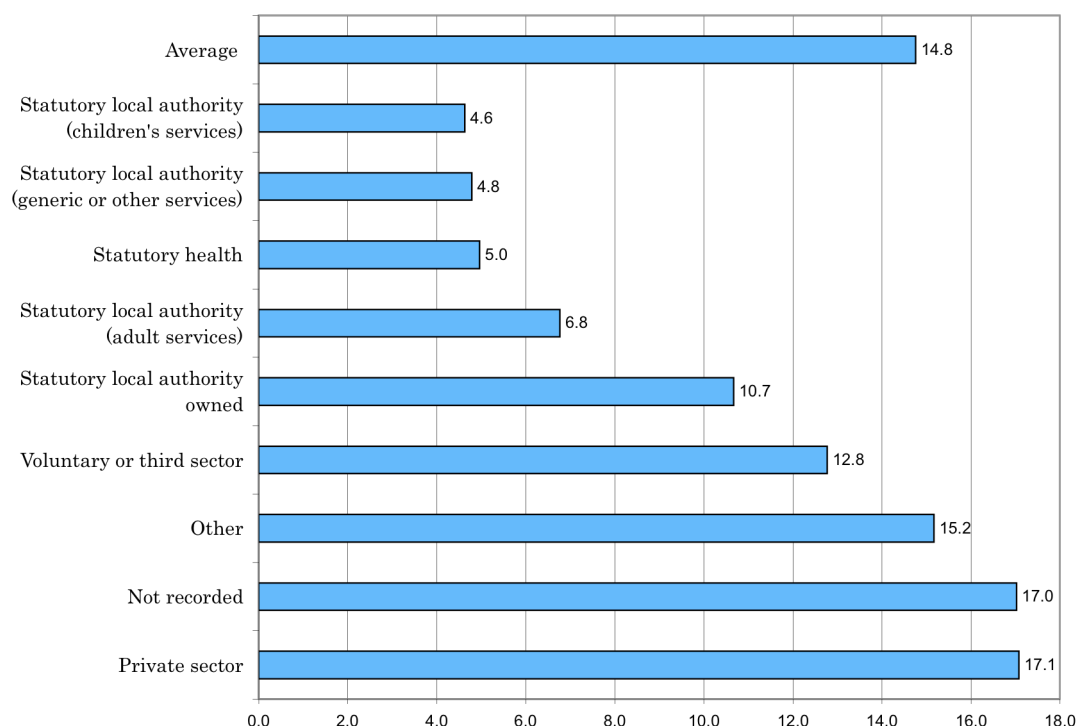
In relation to the flow of workers, which is the difference between the rate of new employees joining the workforce during the last 12 months and the rate of those ceasing employment during the same period of time, the voluntary sector appears to be gaining most staff, at a net flow rate of 13.9 per 1000 (1.4%). Local authority adult services have had the next largest gain, at a net flow rate of 10.7 per 1000 (1.1%) during the 12 months prior to the data collection point for each establishment. At the other end of the spectrum, 'other' types of establishments reported the highest net loss of staff, at -24.1 per 1000 (-2.4%), followed by local authorities (generic or other services) with a net flow rate of -16.9 per 1000 (-1.7%) staff members.

Staff turnover

Turnover rate³ is an important workforce measure of 'stability', although it is not a very accurate measure of workforce stability on its own. This is because it only provides information on the rate of certain groups 'ceasing' work for a particular employer in the past 12 months, and does not provide information on whether or not these workers go on to take up a similar job in the same sector. Nevertheless, turnover rates, combined with in-flow rates, provide good insight into the stability of certain jobs among different types of establishments.

Figure 2 presents turnover rates by type of establishment. On average, turnover is 15 percent; it is lowest among workers in local authority children's and generic services, and highest in the private sector, at 17 percent. These variations may relate to the different types of staff and job roles between the sectors; issues that are explored further later in this report. It should also be noted that turnover rate is related to specific employers, meaning that some workers who stop work with a specific employer may well remain in the sector, even doing the same job, but for a different employer. Although the NMDS-SC retains employees' identifiers, the current available data do not allow us to track where, if anywhere, specific individuals go after leaving an employer. However, such analyses may be possible in the future, when data becomes available over a longer period of time.

³ Turnover rate is calculated as the total number of full-time members of staff (or equivalent) who terminated employment during the last 12 months (regardless of length of time employed) divided by the sum of the number of full-time staff (or equivalent) at time of data collection (to include all those who started during the past 12 months)

Figure 2 Turnover rates among all job roles by establishment type, NMDS-SC May 2009

Size and variety of job roles

The NMDS-SC data include information on 27 different job roles; these are presented in Table 4, with the number of staff employed in temporary and permanent positions and their totals. Job roles are presented in order, with the largest staff group at the top of the table.

Table 4 Number of permanent and temporary employees in different job roles, NMDS-SC May 2009

Job role	Permanent employees	Temporary employees	Total number of employees	Percent
Care Worker	339713	23655	363368	54.3%
Ancillary staff not care-providing	63670	1371	65041	9.7%
Senior Care Worker	49756	1318	51074	7.6%
Registered Nurse	29966	2903	32869	4.9%
Administrative or office staff not care-providing	23299	817	24116	3.6%
Community Support and Outreach Work	22373	1739	24112	3.6%
Registered Manager	16152	104	16256	2.4%
Supervisor	13788	233	14021	2.1%
First Line Manager	12565	210	12775	1.9%

Job role	Permanent employees	Temporary employees	Total number of employees	Percent
Senior Management	11060	588	11648	1.7%
Other non-care-providing job roles	8289	272	8561	1.3%
Middle Management	8435	124	8559	1.3%
Managers and staff in care-related but not care-providing roles	7922	132	8054	1.2%
Other care-providing job roles	6742	439	7181	1.1%
Social Worker	6539	227	6766	1.0%
Allied Health Professional	2010	115	2125	0.3%
Childcare Worker or Childcare Assistant	1614	303	1917	0.3%
Educational Assistant	1445	144	1589	0.2%
Occupational Therapist	1504	60	1564	0.2%
Teacher	1347	99	1446	0.2%
Educational Support	1238	128	1366	0.2%
Advice Guidance and Advocacy	1014	66	1080	0.2%
Employment Support	964	71	1035	0.2%
Technician	732	16	748	0.1%
Counsellor	610	30	640	0.1%
Nursery Nurse	413	44	457	0.1%
Youth Offending Support	239	60	299	0.0%
All job roles	633399	35268	668667	100.0%

The figures show that, among returns to NMDS-SC, just over half of employed staff, N=363,368, are care workers (working in care homes and in people's own homes); followed by ancillary staff (not care providing, such as cooks or cleaning staff) at 10 percent of the workforce, N=65,041. Closely after this at eight percent, 51,074 of the workforce, come senior care workers (mainly working in care homes). Nearly equal proportions of four to five percent are registered nurses (working in care homes in the main), administrative staff and community support workers (see Manthorpe and Martineau, 2008). Registered managers, supervisors, first line managers and senior managers each constitute two percent of the workforce. However, we should bear in mind the under-representation of workers from local authorities, particularly in children's services (13.2% vs. estimated 16.6%) and over-representation of the independent sector (82% vs. estimated 70%).

The above job roles are grouped by Skills for Care into four main categories for ease of comparison:

1. Manager/supervisor

- Senior Management
- Middle Management
- First Line Manager

- Registered Manager
- Supervisor
- Social Worker⁴
- Managers and staff in care-related but not care-providing role

2. Direct care

- Senior Care Worker
- Care Worker
- Community, Support and Outreach Work
- Employment Support
- Advice, Guidance and Advocacy
- Educational Support
- Youth Offending Support
- Counsellor
- Nursery Nurse
- Childcare Worker or Childcare Assistant
- Educational Assistant
- Technician
- Other job role directly involved in providing care

3. Professional

- Occupational Therapist
- Registered Nurse
- Allied Health Professional (other than Occupational Therapist)
- Teacher (qualified)

4. Other

- Administrative / office staff not care-providing
- Ancillary staff not care-providing
- Other job role not directly involved in providing care
- Not Recorded

Table 5 Distribution of permanent and temporary staff by job category, NMDS_SC May 2009

Job category	Total number of staff	Percent
Direct Care	454866	68.0%
Manager/Supervisor	78079	11.7%
Professional	38004	5.8%
Other	97718	14.6%
Total	668667	100.0%

It is clear from Table 5 that 'direct care' workers form the majority of the social care workforce (68%); followed by managers/supervisors at 12 percent and professional staff at six percent. The remainder of the workforce is formed of administrative and ancillary staff, such as cooks and cleaners, who do not officially provide direct personal care but, of course, are a substantial part of any establishment and its services. In this issue we will focus on examining different

⁴ Note that Sfc includes social workers in the 'manager/supervisor' and not the 'professional' category.

workforce statistics related to the first three groups: direct care workers, managers/supervisors and professionals.

Direct Care Workers

According to the Skills for Care categories, direct care workers comprise: care workers, senior care workers, community support workers and other roles (for a full list see previous section). Table 6 presents workforce statistics related to the direct care workforce by type of establishment. The majority of direct care workers are employed in the private sector, followed by the voluntary and then the local authority sectors (adults services).

Table 6 Direct care workforce by type of establishment, NMDS-SC May 2009

Type of establishment	Total number of employees	% Temporary employees	Vacancy rate per 1000	Net-flow rate per 1000
Local authority - adults	45178	3.6%	45.3	7.3
Local authority - children's	3183	8.3%	48.4	14.1
Local authority - generic or other	2662	7.4%	75.1	-13.9
Local authority owned	4171	2.8%	51.2	-2.9
Statutory health	2219	13.2%	63.3	0.9
Private sector	295280	6.6%	35.3	-13.6
Voluntary or third sector	83649	5.6%	38.9	17.0
Other	16731	7.4%	46.8	-27.6
Not recorded	1793	3.6%	30.3	16.2
Total	454866	6.2%	38.0	-5.9

Overall, only six percent of the direct care workers are temporary workers. The vacancy rate stands at 38 per 1000 (3.8%), which is higher than for the sector as whole. The net-flow rate during the last 12 months was -5.9 per 1000 (-0.6%), meaning that the sector has lost more staff in this group than it gained. However, as indicated earlier, these statistics vary markedly by the type of establishment where direct care workers are employed. Local authority-owned establishments, such as day centres or local authorities' own domiciliary care provision, have the lowest proportion of temporary staff, at three percent, while the statutory health sector has the highest level of temporary direct care workers, at 13 percent.

Vacancy rates are highest, at 75 per 1000 (7.5%), among local authorities (generic or other services); they are lowest, at 35 per 1000 (3.5%), for the private sector. The voluntary sector gained most direct care workers during the past 12 months, with a 17 per 1000 (1.7%) net-flow rate, while the private sector and local authority (generic or other services) lost 13 and 14 per 1000 (1.3% and 1.4%). While both the local authority adults' and children's sectors gained more direct care staff during the last 12 months, children's services' in-flow rate of direct care staff was double that of adults' services', at 14 per 1000 (1.4%).

In relation to specific job roles within this larger group of 'direct care workers', senior care workers have a higher negative net flow rate of -11.6 per 1000 (-1.2%) compared with care workers at -6.8 per 1000 (-0.7%) (see

Appendix B for details). However, vacancy rates are higher among care workers, at 39.3 per 1000 (3.9%), than among senior care workers, at 23.9 per 1000 (2.4%).

Managers and supervisors

In total 12 percent of the social care workforce, represented in the NMDS_SC returns by May 2009, are managers and supervisors. Using the Skills for Care classification, social workers are included in this category; however, this report presents data on them separately later. Table 7 shows that managers and supervisors, unlike the direct care workforce, include a lower proportion of temporary staff, have a lower vacancy rate and positive net flow rate. Such figures indicate a higher level of workforce stability for this group than for direct care workers, possibly a consequence of the professional status of these staff.

The highest vacancy rate is among local authority owned services, at 84 per 1000 (8.4%); it is considerably lower among the statutory health sector, at only eight per 1000 (0.8%). Although the overall net-flow rate was positive in respect of all managers and supervisors, this was only as a result of positive gains among the local authority (adults' services) and minor gains among the private sector. All other establishment types (except those not recorded) saw losses in this group of staff during the past 12 months. However it is worth remembering that NMDS-SC returns derive from information provided by employers, and that some employees may cease employment with one employer but gain employment with another in the same sector. The dynamics of employee mobility within the sector will be investigated further when the span of NMDS data is long enough to allow tracking of individual employees.

Table 7 Workforce statistics for managers and supervisors in the social care workforce, NMDS-SC May 2009

Type of establishment	Total number of employees	% Temporary employees	Vacancy rate per 1000	Net-flow rate per 1000
Local authority - adults'	12319	3.4%	36.2	23.9
Local authority - children's	2051	2.0%	42.9	-10.7
Local authority - generic or other	1512	3.6%	84.2	-30.4
Local authority owned	685	1.6%	32.5	-26.3
Statutory health	1154	0.1%	7.7	-0.9
Private sector	40677	2.1%	16.6	1.2
Voluntary or third sector	16755	1.2%	20.7	-10.3
Other	2727	1.0%	21.5	-15.8
Not recorded	199	1.0%	10.0	35.2
Total	78079	2.1%	22.9	0.6

Among managers and supervisors, the highest vacancy rate was for social workers, at 62.6 per 1000 (6.3%), while the lowest was among registered managers (typically of care homes) (16 per 1000; 1.6%) and middle managers

(17.6 per 1000; 1.8%). This is as might be expected; it is very difficult to run a care home without a manager, in terms of day-to-day business and in terms of satisfying regulatory requirements. Only frontline managers and registered managers had negative net-flow rates, of -2 and -10.5 per 1000 (-0.2% and -1.1%) respectively, and middle managers had the highest positive net-flow rate, of 9.7 per 1000 (1%; see Appendix B for detailed figures).

Professional staff

Skills for Care classify occupational therapists, allied health professionals, registered nurses and teachers as 'professional' social care staff. Many of them work in care homes or specialist facilities. There is a total of 38,004 staff in this group at the latest NMDS-SC return of May 2009, forming around six percent of the total social care workforce. As Table 8 shows, the sector has made clear gains in this group of workers during the past 12 months, with a net-flow rate of 4.7 per 1000 (0.5%); however, the percentage of temporary staff among this group is higher than that among both direct care workers and managers/supervisors (8% compared to 6% and 2% respectively). The overall vacancy rate among this group is nearly the same as that among managers/supervisors, at 25 per 1000 (2.5%), while the net-flow rate is the highest among the three groups of workers.

The highest percentage of temporary staff is in the local authority (generic or other services) sector; however, the same sector reported nil vacancy rates. On the other hand, local authority services reported a staggering vacancy rate of 183 per 1000 for professional workers. However, all sectors reported growing numbers of professional staff in their workforces; the highest were observed among the voluntary and local authority sectors, with the exception of the 'other' sector (see Appendix A for definition of other establishment types) where small losses of -2.7 per 1000 (-0.3%) were reported.

Table 8 Workforce statistics for 'professional' staff in the social care sector, NMDS-SC May 2009

Type of establishment	Total number of employees	% Temporary employees	Vacancy rate per 1000	Net-flow rate per 1000
Local authority - adults	1664	3.4%	25.8	11.4
Local authority - children's	242	0.4%	32	12.4
Local authority - generic or other	183	17.5%	0	16.4
Local authority owned	205	9.3%	183.3	29.3
Statutory health	730	11%	22.8	2.7
Private sector	29232	8.9%	24.6	0.9
Voluntary or third sector	4540	6.3%	23.9	23.8
Other	1097	9.4%	24.9	-2.7
Not recorded	111	6.3%	26.3	126.1
Total	38004	8.4%	25.5	4.7

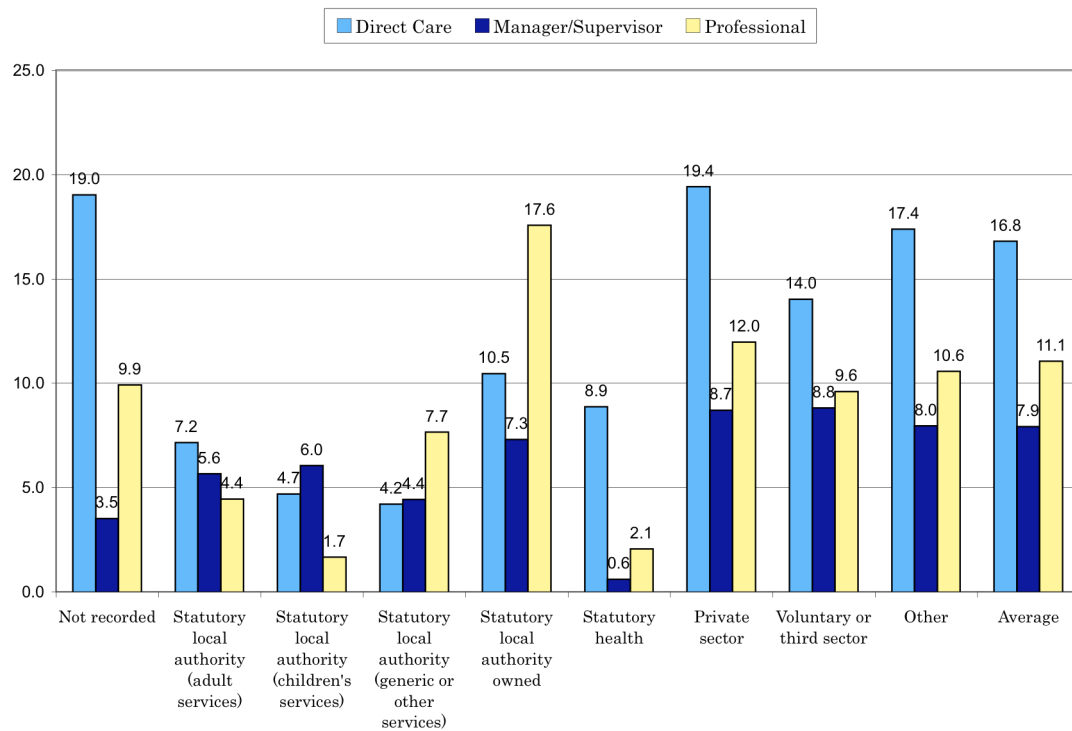
There are wide differences among professional staff. Occupational therapists were reported to have a negative net-flow rate at -17.9 per 1000 (-1.8%) and a vacancy rate of 35.8 per 1000 (3.6%). On the other hand, registered nurses have the lowest net-flow rate of 6.4 per 1000 (0.6%); and allied health professionals⁵ (such as play therapists and prosthetics staff) were reported to have the highest vacancy rate of 109 per 1000 (10.9%; see Appendix B).

Turnover rates among different groups of employees

Figure 3 shows that the overall turnover rate is lowest among managers and supervisors, at only 8 percent, and highest among direct care workers, at 16.8 percent. The highest turnover rate among direct care workers is in the private sector, and the lowest in local authority generic and children's services. Relatively high turnover rates among managers/supervisors occur in the private and voluntary sectors, at nine percent, but these are negligible among the statutory health sector. Professional workers' turnover was in the middle of the two other groups, at 11 percent. The highest turnover rate among professionals is in the local authority owned sector, at 18 percent, and the lowest is among local authority children's services and statutory health sector, at nearly two percent.

⁵ Other than occupational therapists

Figure 3 Turnover rates among different groups of employees by type of establishment, NMDS-SC May 2009



Among 'direct care' employees turnover rates are higher among care employees than senior care employees (18.5 vs. 9.3 percent). Among managers/supervisors, registered managers have the highest turnover rate of 10.1 percent while senior managers have the lowest at 4.6 percent. Among the 'professional' group, occupational therapists and registered nurses have very similar turnover rates of 10.1 and 11.6 percent respectively, while allied health professionals have a lower turnover rate of 5.1 percent (see Appendix B for detailed figures).

Conclusion

In this issue, using NMDS-SC data at the end of May 2009, data were analysed relating to 24,662 social care establishments, providing information about 668,667 members of their staff. At this stage of the NMDS-SC, the returns over-represent employees in the independent sector and slightly under-represent employees in local authorities. Nearly two thirds of the NMDS-SC returns related to 'direct care' employees. During the last 12 months, for each employer, the analysis indicates that the sector may have lost slightly more employees than it gained, with a net-flow rate of -3.4 per 1000 (-0.3%). However, some of these employees may have moved to other jobs within the social care sector; therefore 'gains' and 'loses' of employees are calculated on the employer level rather than the whole sector level. Further analysis will be possible when the NMDS provides coverage for a longer period of time, which will permit tracking of individual employees to establish in and out sector mobility.

The current analysis indicates that in-flow rates varied considerably by employers' establishment type and job role. Employers in local authorities (generic or other services), private and 'other' sectors reported the largest 'losses' of staff while employers in the voluntary and local authorities (adult services) made most gains at the employer level. Employers reported positive net-flow rates among both managers/supervisors and professional staff groups; this may relate to employing new staff, or the possibility that employees have gained promotion or further qualifications during the past 12 months. At the same time, employers reported a decrease in the number of direct care employees during the past 12 months, with a net-flow rate of -5.9 per 1000 (0.6%).

Overall vacancy rates stood at 33 per 1000 (3.3%), with the highest figures reported by employers in local authorities (generic or other services) at 74.7 per 1000 (7.5%) and the lowest by employers in the private sector, at 30 per 1000 (3%). In relation to job role, employers indicated that vacancy rates were lowest among managers/supervisors at 22.9 per 1000 (2.3%) but highest among direct care workers at 38 per 1000 (3.8%). However, within these groups, allied health professionals were reported to have the highest vacancy rate of 109 per 1000 (10.9%), followed by social workers at 62.6 per 1000 (6.3%).

An average 14.8 percent turnover rate was reported for all employers who provided data for the NMDS-SC; this rate was 5 percent or less among employers in local authority children's services, local authorities (generic or other services) and statutory health. On the other hand, turnover rate was 13 percent or higher among establishments in the voluntary and private sectors. In relation to job roles, employers indicated that turnover rate was highest among direct care employees, at 16.8 percent, followed by professional employees at 11.1 percent; and lowest among managers/supervisors at 7.9 percent. For

specific job roles, turnover rate was highest among care workers at 18.5 percent and lowest among senior managers at 4.6 percent.

This report highlights how the volume and flow of different groups of the care workforce varies by sector and specific job roles, as indicated by social care employers who completed the NMDS-SC by May 2009. In terms of establishment type, the majority of care establishments are run by the private and voluntary sectors and therefore the majority of the workforce is employed in these sectors. The analysis indicates that, according to the current returns to NMDS, during the last year employers in the private sector appear to have lost more employees than they gained, while the opposite was observed among employers in the voluntary sector. Both the private and voluntary sectors have higher than average turnover rates, and vacancy rates were higher among the private sector suggesting a lower stability level for the workforce employed in this sector.

Among NMDS-SC returns, care workers comprise more than half the whole workforce. Turnover rates are highest among this group and their net flow rate is negative, suggesting again a high level of employment mobility. Such movement may be within the social care sector; and this hypothesis will be explored in another issue of *Social Care Workforce Periodical*, when further data becomes available.

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Appendix A

Details of establishment types as defined by Skills for Care.

Sector	Definition
Local authority adult services	The central support staff teams and social work teams of the local authority adult social care services, i.e. non-direct care for older people and adults aged 18+
Local authority children's services	The central support staff teams and social work teams of the local authority children's social care services, i.e. non-direct care for children and young people aged under 18.
Local authority generic/other services	The central support staff teams and social work teams of the local authority social care services, i.e. non-direct care for people of all ages, not specifically for adults or children.
Local authority owned provision	A local authority employing organisation where the care setting is owned and operated by a local authority with local authority-employed staff, e.g. day care centre, care home, domiciliary care etc.
Statutory health	An NHS employing organisation, e.g. Primary Care Trust, a Health or Care Trust, a Special Health Authority or a GP Practice, or another public sector health service organisation
Private	Private sector, generally operating for profit, even if all the services provided are purchased by one or more local authorities.
Voluntary	Includes a range of organisations: voluntary and community sector organisations, registered charities, non-charitable non-profit organisations, associations, self-help groups, community groups, social enterprises, mutual and co-operatives, generally operating as 'not for profit' or non-profit distributing.
Other	None of the above

Appendix B

Detailed workforce statistics for separate job roles

Job role	Establishment type	Perm- anent staff	Temp- orary staff	Vacancy rate per 1000	Net- flow rate per 1000	Turnover rate (%)
Senior Management						
	Not recorded	31	0	0	0	0.0
	Local authority - adults	395	9	17	17.3	4.0
	Local authority - children's	62	0	0	-177.4	19.4
	Local authority - generic or other	61	0	16.1	-82	8.2
	Local authority owned	28	0	0	-71.4	7.1
	Statutory health	473	0	0	2.1	0.0
	Private sector	7672	554	12.4	9.1	3.9
	Voluntary or third sector	1968	23	16.3	-17.1	7.7
	Other	370	2	15.9	-32.3	6.7
	Total	11060	588	12.7	1.6	4.6
Middle Management						
	Not recorded	14	0	0	0	0.0
	Local authority - adults	899	45	20.7	35	3.3
	Local authority - children's	230	4	0	0	1.3
	Local authority - generic or other	112	4	79.4	-77.6	9.5
	Local authority owned	41	1	0	-95.2	9.5
	Statutory health	312	0	0	0	0.0
	Private sector	3858	33	17.9	8.2	7.4
	Voluntary or third sector	2585	36	17.2	13.4	7.5
	Other	384	1	15.3	-10.4	7.5
	Total	8435	124	17.6	9.7	6.5
First Line Manager						
	Not recorded	37	0	0	135.1	5.4
	Local authority - adults'	2126	100	38.4	14.4	5.7
	Local authority - children's	285	9	23.3	0	4.1
	Local authority - generic or other	311	19	95.9	-24.2	3.9
	Local authority owned	264	2	50	-18.8	7.5
	Statutory health	133	0	7.5	0	0.0
	Private sector	5213	38	17	3.6	9.7
	Voluntary or third sector	3628	37	17.4	-15.6	9.6
	Other	568	5	17.2	-19.2	10.1
	Total	12565	210	23.8	-2	8.6
Registered Manager						
	Not recorded	57	0	0	35.1	3.5
	Local authority - adults'	822	16	13	-1.2	6.0
	Local authority - children's	80	0	12.3	-62.5	8.8
	Local authority - generic or other	27	0	69	37	0.0
	Local authority owned	123	3	30.8	7.9	7.1
	Statutory health	70	0	27.8	-14.3	5.7

Job role	Establishment type	Perm- anent staff	Temp- orary staff	Vacancy rate per 1000	Net- flow rate per 1000	Turnover rate (%)
	Private sector	11154	50	14.9	-9.6	10.6
	Voluntary or third sector	3274	32	19.3	-12.1	10.0
	Other	545	3	17.9	-34.7	8.9
	Total	16152	104	16	-10.5	10.1
Supervisor						
	Not recorded	33	0	0	30.3	3.0
	Local authority - adults	2245	82	32.4	15.9	5.8
	Local authority - children's	172	6	32.6	50.6	2.8
	Local authority - generic or other	160	7	40.2	-35.9	4.8
	Local authority owned	144	1	26.8	-75.9	9.0
	Statutory health	75	0	13.2	13.3	1.3
	Private sector	7442	88	20.7	0	9.8
	Voluntary or third sector	2969	47	24.9	-5	8.7
	Other	548	2	16.1	-21.8	6.9
	Total	13788	233	23.7	0.3	8.6
Social Worker						
	Not recorded	0	0	NA	NA	NA
	Local authority - adults	3429	96	48.3	37.4	7.1
	Local authority - children's	1068	21	64.4	-14.7	7.8
	Local authority - generic or other	606	13	110.6	-32.3	4.4
	Local authority owned	40	2	23.3	71.4	4.8
	Statutory health	43	1	22.2	0	0.0
	Private sector	791	62	50.1	16.4	11.5
	Voluntary or third sector	459	17	108.6	-159.7	22.1
	Other	103	15	119.4	84.7	6.8
	Total	6539	227	62.6	6.9	8.5
Senior Care Worker						
	Not recorded	148	4	19.4	-26.3	11.8
	Local authority - adults	3023	129	29.6	-8.6	6.4
	Local authority - children's	236	6	54.7	-12.4	4.1
	Local authority - generic or other	211	0	58	-14.2	2.4
	Local authority owned	318	5	69.2	-31	6.8
	Statutory health	304	10	33.8	-3.2	4.1
	Private sector	35890	912	20.7	-10.8	9.7
	Voluntary or third sector	7973	156	30.6	-12.5	9.2
	Other	1653	96	28.9	-26.3	11.3
	Total	49756	1318	23.9	-11.6	9.3
Care Worker						
	Not recorded	1524	59	31.2	17.1	19.9
	Local authority - adults	33352	1152	35.9	8.5	7.0
	Local authority - children's	1091	89	55.2	1.7	7.3
	Local authority - generic or other	1152	105	96.3	5.6	4.1
	Local authority owned	3482	107	51.8	-1.1	11.3
	Statutory health	1207	268	79.9	-3.4	12.3
	Private sector	226612	17327	38.1	-15.9	21.3
	Voluntary or third sector	59609	3641	41.4	22.9	15.1
	Other	11684	907	46.8	-26.7	17.8
	Total	339713	23655	39.3	-6.8	18.5
Community Support and Outreach Work						
	Not recorded	31	0	60.6	96.8	22.6

Job role	Establishment type	Permanent staff	Temporary staff	Vacancy rate per 1000	Net-flow rate per 1000	Turnover rate (%)
	Local authority - adults	6210	296	99.3	12.3	8.1
	Local authority - children's	606	79	33.9	-5.8	4.7
	Local authority - generic or other	732	35	22.9	-40.4	4.7
	Local authority owned	177	4	10.9	-11	3.9
	Statutory health	114	10	67.7	64.5	1.6
	Private sector	6192	717	34.8	3.2	14.6
	Voluntary or third sector	6845	548	37	12.4	13.8
	Other	1466	50	73.9	-36.9	25.5
	Total	22373	1739	55.8	4.6	12.6
Employment Support						
	Not recorded	0	0	NA	NA	NA
	Local authority - adults	130	11	72.4	7.1	2.1
	Local authority - children's	6	0	0	0	0.0
	Local authority - generic or other	19	0	95.2	0	0.0
	Local authority owned	11	2	71.4	76.9	0.0
	Statutory health	2	0	0	0	0.0
	Private sector	361	19	5.2	31.6	7.9
	Voluntary or third sector	284	34	36.4	88.1	5.7
	Other	151	5	18.9	32.1	0.0
	Total	964	71	29.1	45.4	4.9
Advice Guidance and Advocacy						
	Not recorded	3	1	0	0	0.0
	Local authority - adults	187	17	51.2	9.8	5.9
	Local authority - children's	20	1	0	-47.6	14.3
	Local authority - generic or other	59	2	46.9	0	0.0
	Local authority owned	4	0	0	0	0.0
	Statutory health	11	0	153.8	0	0.0
	Private sector	50	8	16.9	-51.7	27.6
	Voluntary or third sector	636	37	11.7	32.7	8.2
	Other	44	0	43.5	22.7	4.5
	Total	1014	66	24.4	19.4	8.1
Educational Support						
	Not recorded	5	0	0	-200	20.0
	Local authority - adults	22	2	0	0	0.0
	Local authority - children's	71	0	40.5	28.2	1.4
	Local authority - generic or other	3	1	333.3	-250	25.0
	Local authority owned	0	0	NA	NA	NA
	Statutory health	2	0	0	0	0
	Private sector	583	73	22.4	25.9	7.8
	Voluntary or third sector	477	41	24.5	13.5	7.3
	Other	75	11	11.5	-11.6	1.2
	Total	1238	128	24.3	16.8	6.8
Youth Offending Support						
	Not recorded	0	0	NA	NA	NA
	Local authority - adults'	3	0	0	0	0.0
	Local authority - children's	54	0	0	37	5.6
	Local authority - generic or other	162	7	199.1	0	1.2
	Local authority owned	0	0	NA	NA	NA
	Statutory health	0	0	NA	NA	NA
	Private sector	7	29	0	166.7	0

Job role	Establishment type	Permanent staff	Temporary staff	Vacancy rate per 1000	Net-flow rate per 1000	Turnover rate (%)
	Voluntary or third sector	12	1	0	76.9	7.7
	Other	1	23	142.9	0	0.0
	Total	239	60	133.3	30.1	2.0
Counsellor						
	Not recorded	0	0	NA	NA	NA
	Local authority - adults	1	0	0	0	0.0
	Local authority - children's	10	3	133.3	-153.8	15.4
	Local authority - generic or other	0	0	NA	NA	NA
	Local authority owned	2	0	0	0	0
	Statutory health	6	0	0	0	0
	Private sector	165	22	0	53.5	2.7
	Voluntary or third sector	417	5	34.3	-21.3	7.1
	Other	9	0	0	0	0
Total		610	30	25.9	-1.6	5.8
Occupational Therapist						
	Not recorded	0	0	NA	NA	NA
	Local authority - adults	791	21	43.6	25.9	4.8
	Local authority - children's	33	0	57.1	30.3	6.1
	Local authority - generic or other	118	2	0	-16.7	8.3
	Local authority owned	26	0	71.4	-38.5	3.8
	Statutory health	73	0	51.9	0	0
	Private sector	316	24	14.5	-150	25.3
	Voluntary or third sector	109	9	0	25.4	13.6
	Other	38	4	160	23.8	9.5
Total		1504	60	35.8	-17.9	10.1
Registered Nurse						
	Not recorded	83	5	33	159.1	9.1
	Local authority - adults'	282	28	19	-19.4	8.7
	Local authority - children's	52	0	18.9	0	0.0
	Local authority - generic or other	1	0	0	0	0.0
	Local authority owned	160	19	190	50.3	18.4
	Statutory health	466	79	19.8	3.7	2.8
	Private sector	24920	2418	17.5	2.8	12.0
	Voluntary or third sector	3241	264	26.1	27.7	10.3
	Other	761	90	19.6	20	9.2
Total		29966	2903	19.7	6.4	11.6
Allied Health Professional						
	Not recorded	2	0	0	0	0.0
	Local authority - adults	528	8	1.9	7.5	1.5
	Local authority - children's	99	0	48.1	-10.1	1.0
	Local authority - generic or other	12	1	0	230.8	0
	Local authority owned	0	0	1000	NA	NA
	Statutory health	107	1	18.2	0	0
	Private sector	761	92	215.3	24.6	5.7
	Voluntary or third sector	461	7	31.1	34.2	5.3
	Other	40	6	21.3	-434.8	52.2
Total		2010	115	109	9.9	5.1
Nursery Nurse						
	Not recorded	0	0	NA	NA	NA
	Local authority - adults'	2	0	0	0	0

Job role	Perm- ant staff	Temp- orary staff	Vacancy rate per 1000	Net- flow rate per 1000	Turnover rate (%)
Establishment type					
Local authority - children's	107	1	27	-9.3	0.9
Local authority - generic or other	15	0	0	-133.3	40.0
Local authority owned	0	0	NA	NA	NA
Statutory health	2	0	0	0	0
Private sector	206	20	21.6	44.2	15.9
Voluntary or third sector	68	1	28.2	-58	11.6
Other	13	22	78.9	0	0
Total	413	44	27.7	6.6	11.2
Childcare Worker or Childcare Assistant					
Not recorded	1	0	0	0	0
Local authority - adults	12	0	0	0	0
Local authority - children's	455	7	23.3	-4.3	1.3
Local authority - generic or other	35	1	27	-83.3	8.3
Local authority owned	0	0	NA	NA	NA
Statutory health	6	0	0	0	0
Private sector	557	194	11.8	110.5	11.6
Voluntary or third sector	502	63	10.5	-44.2	12.7
Other	46	38	0	190.5	7.1
Total	1614	303	13.9	36	9.1
Teacher					
Not recorded	19	2	0	0	14.3
Local authority - adults	6	0	0	0	0
Local authority - children's	57	1	0	51.7	1.7
Local authority - generic or other	20	29	0	40.8	8.2
Local authority owned	0	0	NA	NA	NA
Statutory health	4	0	0	0	0
Private sector	644	57	15.4	-28.5	9.8
Voluntary or third sector	442	7	4.4	-17.8	7.8
Other	155	3	12.5	-6.3	6.3
Total	1347	99	10.3	-16.6	8.4
Educational Assistant					
Not recorded	8	0	0	250	0.0
Local authority - adults	0	0	NA	NA	NA
Local authority - children's	53	2	17.9	54.5	7.3
Local authority - generic or other	3	39	0	-23.8	9.5
Local authority owned	0	0	NA	NA	NA
Statutory health	1	0	0	0	0.0
Private sector	598	56	34	19.9	10.9
Voluntary or third sector	708	36	19.8	-4	9.1
Other	74	11	55.6	11.8	10.6
Total	1445	144	26.9	9.4	9.8
Technician					
Not recorded	1	0	0	1000	0.0
Local authority - adults	45	1	21.3	-43.5	4.3
Local authority - children's	5	0	0	0	0.0
Local authority - generic or other	19	2	45.5	0	4.8
Local authority owned	1	0	0	0	0.0
Statutory health	42	0	0	0	0.0
Private sector	432	13	6.7	42.7	9.2
Voluntary or third sector	180	0	11	-22.2	8.3

Job role	Establishment type	Permanent staff	Temporary staff	Vacancy rate per 1000	Net-flow rate per 1000	Turnover rate (%)
	Other	7	0	0	0	0.0
	Total	732	16	9.3	18.7	7.9
Other care-providing job roles						
	Not recorded	8	0	0	125	0.0
	Local authority - adults	566	17	38	-29.2	9.1
	Local authority - children's	206	75	110.8	174.4	0.4
	Local authority - generic or other	54	6	0	-50	5.0
	Local authority owned	58	0	33.3	51.7	5.2
	Statutory health	230	4	0	0	0
	Private sector	4058	179	13.7	21.5	9.3
	Voluntary or third sector	1293	82	26.9	-18.2	9.2
	Other	269	76	33.6	-133.3	17.4
	Total	6742	439	23	7.4	8.9
Managers and staff in care-related but not care-providing roles						
	Not recorded	25	2	69	-37	7.4
	Local authority - adults	1990	65	37	26.8	4.3
	Local authority - children's	113	1	25.6	8.8	0.0
	Local authority - generic or other	181	11	35.2	5.2	1.6
	Local authority owned	34	2	0	0	0.0
	Statutory health	47	0	78.4	-42.6	4.3
	Private sector	3688	34	13.3	4.6	10.7
	Voluntary or third sector	1663	17	5.9	8.9	4.5
	Other	181	0	16.3	27.6	5.5
	Total	7922	132	19.2	11.3	7.2
Administrative or office staff not care-providing						
	Not recorded	49	1	0	20	10.0
	Local authority - adults	4277	290	34.7	36.1	6.5
	Local authority - children's	639	14	50.9	23	3.2
	Local authority - generic or other	648	38	73	-14.6	5.2
	Local authority owned	184	6	59.4	-42.1	11.6
	Statutory health	445	41	2.1	63.8	0.8
	Private sector	9789	261	11.8	4.6	10.9
	Voluntary or third sector	6121	123	13.6	18.4	10.5
	Other	1147	43	14.1	17.6	6.1
	Total	23299	817	19.9	15.6	9.1
Ancillary staff not care-providing						
	Not recorded	244	4	23.6	-88.7	18.1
	Local authority - adults	4668	183	50.5	-6.8	8.0
	Local authority - children's	238	7	20	24.5	1.6
	Local authority - generic or other	238	6	92.9	8.2	7.8
	Local authority owned	753	15	89	95.1	12.1
	Statutory health	172	1	5.7	-17.3	5.2
	Private sector	43658	726	15.4	-1.7	14.2
	Voluntary or third sector	11128	351	19.2	25.4	11.8
	Other	2571	78	22.9	-19.3	14.0
	Total	63670	1371	20.3	2.9	13.2
Other non-care-providing job roles						
	Not recorded	8	0	0	-125	12.5
	Local authority - adults	1709	51	28.7	-13.1	4.1
	Local authority - children's	270	2	7.3	-11	1.8

Job role	Establishment type	Perm- anent staff	Temp- orary staff	Vacancy rate per 1000	Net- flow rate per 1000	Turnover rate (%)
	Local authority - generic or other	86	0	0	-34.9	10.5
	Local authority owned	19	0	0	-368.4	36.8
	Statutory health	39	0	0	-102.6	15.4
	Private sector	4340	138	20.3	-48	15.2
	Voluntary or third sector	1419	71	14.6	-28.9	13.2
	Other	399	10	19.2	-144.3	19.3
	Total	8289	272	20.3	-41.8	12.3